



NEWPORT NEWS, VA
CITY OF OPPORTUNITY

JOB DESCRIPTION
ELIGIBILITY SUPERVISOR, SENIOR
HUMAN SERVICES

Human Resources Department
700 Town Center Drive, Suite 200
Newport News, VA 23606
Phone: (757) 926-1800
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GENERAL STATEMENT OF RESPONSIBILITIES

Under limited supervision, this position is responsible for supervising the Case Management, Intake and Special Unit Supervisors and analyzing data from the Error Management and Prevention Unit. Serves as the Change Management Liaison, and serves as division Chief as needed. Reports to the Chief of Eligibility.

ESSENTIAL JOB FUNCTIONS

Supervises Eligibility Supervisors and monitors and reviews case actions of their assigned units; interprets and clarifies program policies and procedures and assists with difficult and controversial cases. Participates in planning and managing the administration of all Financial Services programs and procedures ensuring Federal and State quality and quantity performance standards are achieved and maintained. Develops, implements and monitors departmental management plans; provides input recommendations on bureau or agency level budget issues.

Responsible for the effective supervision and administration to include budget preparation and monitoring expenditures, staff development and training, succession planning, performance management, employee relations, prioritizing and assigning work and related activities.

Evaluates resource needs and manages the effective deployment of resources; participates on agency management teams to provide input into the development and implementation of agency policies; assists with strategic planning, research, studies and special projects; responds to inquiries related to Human Services programs and agency policies.

Recommends and implements changes to departmental policies and procedures; prepares gap analysis; develops and initiates Business Process Improvement projects, to include monitoring, reporting and implementing the development and modification of processes to streamline workflow. Serves as coordinator for Business Modeling Lab Initiatives and liaison for system and user acceptance testing.

Responsible for interpreting and clarifying program policies and procedures. Assists staff with difficult and complex cases to include providing consultations with employees, handling some cases personally and making decisions on controversial cases and consulting with senior management of recommended actions. Advises staff on difficult issues and makes decisions on exceptional cases to manage and implement appropriate services and assistance.

Serve on various committees and task force groups; attends training sessions, unit meetings, make presentations to groups and involved in other public relations activities and assist with special projects. Attends in-service and other training sessions and conferences and may represent the

agency on committees or task force groups. Develops and maintains rapport with customers, other organizations and the general public. Makes service referrals within the department and to other agencies as needed and resolves a variety of customer's concerns.

Performs other duties as assigned.

PERFORMANCE STANDARD

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the City's Values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

REQUIRED KNOWLEDGE

- Human Services - Thorough knowledge of Benefits programs and policies including federal, state, and local regulations related to determining eligibility. Knowledge of programs, social economic trends and behaviors that impact the delivery of human services.
- Supervision - Knowledge of leadership techniques, principles and procedures to assign work, schedule, supervise, train, and evaluate the work of assigned staff.
- Case Management - Knowledge of case management techniques, principles and practices to evaluate and coordinate the delivery of public assistance to customers and their families.
- Customer Service – Considerable knowledge of principles and processes for providing customer service. This includes setting and meeting quality standards for services, and evaluation of customer satisfaction.

REQUIRED SKILLS

- Judgment/Decision Making – Evaluating the best method of research and then exercising appropriate judgment in establishing priorities and resolving complex matters. Considering the relative costs and benefits of potential actions to choose the most appropriate one.
- Computer Skills - Utilizes a personal computer with word processing, spreadsheet, and related payroll software to effectively complete a variety of administrative tasks with reasonable speed and accuracy.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include representatives from other departments and organizations.

REQUIRED ABILITIES

- Coordination of Work - Ability to establish and implement effective eligibility programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Performs a broad range of supervisory responsibilities over others.
- Communication - Excellent ability to communicate complex ideas and proposals effectively so others will understand to include preparation of reports, agendas, and policies. Excellent ability to listen and understand information and ideas presented verbally and in writing.

EDUCATION AND EXPERIENCE

Requires an Associate's Degree and 5-7 years of progressively responsible eligibility experience including 3-5 years of supervisory experience or an equivalent combination of education and experience.

ADDITIONAL REQUIREMENTS

An acceptable general background check to include a local and state criminal history check and sex offender registry check.

Individuals in this position cannot be listed as having a founded child abuse or neglect complaint.

In the event of a declared emergency in the City of Newport News, individuals in this position are required to work shelter duty and may be called on to perform duties as required to provide for the safety and care of the citizens of the community.

PHYSICAL REQUIREMENTS

- Requires the ability to exert light physical effort in sedentary to light work.
- Some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds).
- Tasks may involve extended periods of time at keyboard or work station.

SENSORY REQUIREMENTS

- Some tasks require the ability to perceive and discriminate sounds and visual cues or signals.
- Some tasks require the ability to communicate orally.

ENVIRONMENTAL EXPOSURES

Essential functions are regularly performed without exposure to adverse environmental conditions.